

Speed of Answer Comment

I choose to use Sorenson VRS because of their high quality interpreters and superior technology including the Sorenson VP-100 videophone. I fear that if the FCC imposes a speed of answer requirement that the quality of VRS will decrease and Sorenson's 24/7 operations would be reduced. I would rather have the freedom of choice to choose a higher quality experience with longer hold times than be forced to have quicker answer times with lower quality interpretation and/or reduced hours and poor video quality. Please do not implement a speed of answer requirement at this time.

I think that you need to realize we have ALWAYS had a shortage of interpreters and that is the real issue here. Focus on how we can recruit and train more qualified interpreters.